

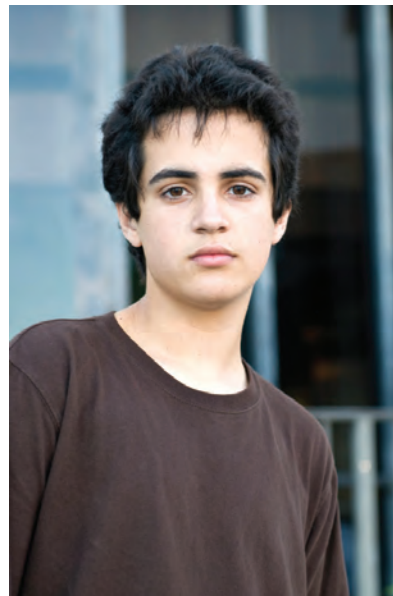


Human Services Department

“Human Services works to support a vibrant community through services that empower individuals, strengthen families, encourage self-sufficiency, enhance neighborhoods and foster a high quality of life.”

Telling the Stories...

'Juan', a 16 year old student at Kennedy High School, was identified by his teacher for counseling because of missing assignments, flunking tests and a "defiant" attitude toward school rules related to a possible gang affiliation. The Youth and Family Service Counselor learned Juan's dad had been laid off; the family was homeless and living in a small hotel room. Working as a team with the counselor and a service coordinator from the Family Resource Center, the family was able to access Homeless Prevention services and move into an apartment. With support, Juan's mother was able to find a full time job. Juan's behavior and school performance have improved and he has learned healthier ways to communicate.



"Supporting older adults to stay at home is cost effective. All of the clients in Fremont's Multipurpose Senior Services Program have health conditions that would qualify them to live in a Medi-Cal funded nursing home. The State contracts with Fremont's Human Services Department to help these individuals stay in their home, saving taxpayers approximately 2.65 million dollars last year."

— Wendy Peterson

Senior Services Coalition of Alameda County



I'm 25 years old, and I'm responsible for my 10 year old sister. I came to the FRC because I was feeling overwhelmed with responsibilities. The Family Service Team helped me develop a plan to get back on my feet. My counselor suggested I get tested for learning disabilities and my service coordinator helped me enroll at Chabot College with the support of Disabled Student Services. I found two part-time jobs, and we moved into a Housing Scholarship Program apartment. The service team also helped me address my sister's learning challenges so she could do better in school. The financial counseling I received helped me pay off my credit card debts and get a car loan. I also gained an understanding of the legal issues involved with the custody of a minor and have pursued the adoption of my sister to ensure her stability and safety. I'm still working on a degree in early childhood education but we have graduated from the Housing Scholarship Program, to our own apartment in an affordable housing complex. We are so grateful for all the help we received!

— Natassia and Hailey Edmondson

Suzanne's Message

Since 1978, the Human Services Department has provided services aligned with the Fremont City Council's vision for a City *"...with community pride, strong neighborhoods, engaged citizens from all cultures, and a superb quality of life."*

An African proverb says, "If you want to go fast, go alone, but if you want to go far, go together". Over the years Human Services has operated by building long-term partnerships and collaborations. Human Services has worked hard to bring people of different viewpoints and backgrounds together to define local needs and find common ground, helping to ensure the efforts we undertake reflect the priorities of our citizens. We strongly believe that by working collaboratively with other organizations and community members we will be more successful in having significant impact.

Using "best practice" strategies, the department's social workers and counselors help people deal with complex issues, offering services and techniques which allow them to promote their own welfare and that of their families. The department also engages people in improving the quality of life for themselves and others.

The prevention and early intervention services Human Services offers has proven to be a "sound investment" for Fremont residents. For each \$1.00 of City general funds the department receives it generates an additional \$2.65 in private sector funding, fees and other governmental reimbursements to deliver "award winning" services.

The department further enhances the city's investment, by 1.2 million dollars by engaging graduate student interns and hundreds of volunteers focused on helping youth, families and older adults thrive, which expands our ability to serve a diverse, multi-cultural community.

With hard economic times and high unemployment rates, many families have little or no financial reserves and are having to seek basic "safety net" services for the first time. This is why efforts like the Family Economic Success Program, at the Family Resource Center, are more critical than ever! The program helps families avert financial crisis by offering credit and financial counseling, promoting savings strategies and helping residents connect with the Earned Income Tax Credit (EITC), publically funded health insurance, federal nutrition programs and other benefits, that help them make ends meet. This year, the FRC's VITA (Volunteer Income Tax Assistance) program helped almost 2,000 families receive \$3.2 million in tax refunds, strengthening the local economy and spurring local economic development.

We thank our local policy makers, our funders, our partners, and our many volunteers for your support and the opportunity to serve the citizens of Fremont and the Tri-Cities. We are pleased to report on Human Services efforts in 2010-11 in the areas of 1) Strengthening Families and Youth, 2) Promoting Family Economic Success, 3) Creating an Aging Friendly Community and 4) Engaging a "Caring Community".

Sincerely,



Suzanne Shenfil, Director
Human Services Department



Strengthening Families and Youth

Human Service's **Youth and Family Services (YFS)** Division and the **Family Resource Center (FRC)** continue to strengthen families both in the community and in schools through counseling, case management consultation and training.

Healthy Choices School Site Counseling

The Center for Disease Control and Prevention found 70% of teachers are frequently approached by students with personal problems or health concerns. Youth and Family Services partners with Fremont and Newark Unified School Districts to implement the *Healthy Choices School-Site Counseling* program at 21 school sites. The *Our Kids Our Families* program, serving the Kennedy Attendance Area, supports school site service coordination teams by combining educational support with school-site counseling for students from YFS, with home-based assistance for families from the FRC.

Delinquency Prevention and Early Intervention

The Fremont Police Department and Human Services Department jointly operate the Fremont Diversion Program. Last year, 107 youth completed the required 10-session program and made restitution for damages. Over the past five years, 92% of the program's participants had no Fremont re-arrests. We call this success!



Robertson High students learning positive alternatives to stress management.

Last year, the Fremont Diversion Program cost an average of \$1,350 per youth, a bargain compared to later intervention. The Alameda County Probation Department reported annual costs of \$43,365 per youth on probation and \$140,000 for youth incarcerated in California. Outcomes for these youth are much worse. In March 2010, the California Department of Corrections and Rehabilitation reported that more than 50% of incarcerated youth are re-arrested.

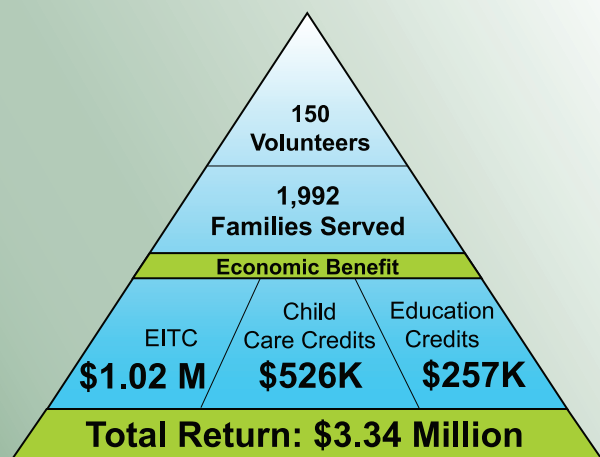
- ▶ 1,538 individual youth, parents and families served
- ▶ 12,976 hours of mental health services
- ▶ 5,183 sessions with families in crisis to coordinate services
- ▶ 156 households from the Tri-Cities received housing assistance to prevent homelessness through federal stimulus funding
- ▶ 697 parents attended workshops including: Bullying, Parent Project and the Preschool Parent Academy

“Strong cities are built on a foundation of strong families and empowered neighborhoods that support every child; and the steps we take to strengthen families and improve outcomes for children and youth are among the most important investments we make in the health and vibrancy of our communities.”
– The Mayor's Action Challenge for Children and Families supported by the National League of Cities

Promoting Family Economic Success

At the Fremont Family Resource Center (FRC), we believe the best way to help low-income families to reach financial stability is to provide comprehensive, seamless services that help them increase income, improve credit, establish savings accounts, and build assets. The FRC, with our 27+ state, county, city of Fremont and non-profit partners, is uniquely situated to accomplish this goal. In the last year, the FRC Core Team:

- ▶ Assisted 82 individuals to improve their financial literacy through Money \$mart or Credit Repair classes;
- ▶ Met with 188 families to help them file back taxes and/or work out payment plans with the IRS;
- ▶ Provided 82 individuals with financial counseling, budgeting, credit repair, and long term planning services; and
- ▶ Coordinated and trained 150 Volunteer Income Tax Assistance (VITA) volunteers, speaking 33 languages, enabling them to prepare free tax returns for 1,992 low-income families.



- ▶ Fremont's VITA site is the largest in Alameda County and is part of the Bay Area Wide **Earn It! Keep It! Save It!** Campaign coordinated by United Way of the Bay Area and the IRS.
- ▶ VITA put \$3.34 million dollars into the pockets of families who need it the most, and helped to stimulate our local economy at the same time! This included \$1.02 million in Earned Income Tax Credits (EITC).
- ▶ 43% of those receiving VITA services reported incomes below the Federal Poverty Guideline.

“Across the country, in cities and towns of all sizes, city officials are taking steps to maximize the impact of the EITC for local families and economies. The EITC is worth more to low income families than any other poverty program.”

– From Maximizing the Earned Income Tax Credit in Your Community, A Tool Kit for Municipal Leaders
National League of Cities and Institute for Youth, Education and Families

Creating an Aging Friendly Community

Over the last decade, the City of Fremont's population grew by 5.2%, while the senior population grew by almost 30%, greater than the county or state average. Our Aging and Family Services Division is committed to ensuring that we live in an aging friendly community. Last year, our Senior Center celebrated its 30th year of operation and continues to play a vital role in promoting wellness and healthy lifestyles.

City of Fremont Senior Center

- ▶ 48,500 visits (an increase of 50% increase over 3 years).
- ▶ 22,000 nutritious lunches served (62% of seniors reported this was the main meal of their day).
- ▶ 2,102 active members.

Supportive Services

There are times in our lives when we need support. Our experienced staff work in partnership with older adults and their caregivers to develop an individual plan that supports them to remain living at home.

- ▶ 1,790 social work visits to homes.
- ▶ 2,562 hours of counseling.
- ▶ 1,510 hours of care coordination.
- ▶ 1,184 calls for information.
- ▶ 400 hours of medication support.
- ▶ 1,099 hours of caregiver support.



Paratransit and Mobility Services

For the elderly and disabled, mobility and transportation access go hand-in-hand in determining whether individuals are able to stay connected with health care, community activities and support services. According to the Center for Disease Control and Prevention, "falls are the leading cause of injury and death for seniors 65 and older". Our programs not only provide access to critical transportation services but also promote independent mobility by helping people get fit and healthy.

Last year, we helped seniors and persons with disabilities remain independent and engaged in their communities by providing a full spectrum of transportation and mobility services:

- ▶ 12,061 door-to-door paratransit trips; 29% of trips for persons using a wheelchair.
- ▶ 3,745 subsidized same-day taxi rides.
- ▶ 4,400 door-through-door, escorted trips provided by volunteers.
- ▶ 96 individuals trained to use buses and BART.
- ▶ 92% of participants in Walk This Way, a 16-week fitness and education program, reported better overall health and well being.

Engaging a Caring Community

The Human Services Department, with support of the advisory bodies we work with, engages local residents in community problem solving and volunteerism, supports community non-profits through social service grants, strengthens the leadership development of new non-profits, helps educate and train the next generation of social service professionals, and provides community education and outreach.

Last Year We:

- ▶ Graduated a new class of Community Ambassadors for Seniors (CAPS) and expanded our program to 150 volunteers with the capacity to speak 36 languages.
- ▶ Provided 20 non-profit organizations with grants to support Fremont's social service safety net,
- ▶ Leveraged over 51,000 volunteer hours, worth \$1.2 million in in-kind community service (valued at \$23.42/hr).
- ▶ Coordinated over 400 Make a Difference Day volunteers who carried out 20 projects in Fremont, with the sponsorship of the Human Relations Commission.
- ▶ Offered technical assistance and leadership support to help strengthen organizations such as the Afghan Elderly Association, NUMMI Re-Employment Center, the Afghan Mental Health Steering Committee, United Sikhs, the Muslim Support Network and others.
- ▶ Trained and provided field supervision for 45 counseling, social work and nursing interns from over 14 colleges and universities who greatly expanded our capacity to provide services.



CAPS brings information and supportive services to seniors where they live and congregate and provides this support in the senior's native language.

- ▶ Continued a 22 year old partnership with the Tri-City Elder Coalition to support the Pathways to Positive Aging initiative.

"I started CAPS to give something back to my community, but I have received more than that. It has uplifted my inner self."

– Pragna Dadbhawala,
CAPS Ambassador



City Council and Commission Members

Fremont City Council

- ▶ **Bob Wasserman**, Mayor
- ▶ **Dominic Dutra**, Councilmember
- ▶ **Anu Natarajan**, Councilmember
- ▶ **Suzanne Lee Chan**, Vice Mayor
- ▶ **Bill Harrison**, Councilmember
- ▶ Fred Diaz, City Manager

Citizens Advisory Committee

- ▶ Gregory Kautz, Chair
- ▶ Robert N. Creveling, Vice Chair
- ▶ Cassandra Blair
- ▶ Pam Condy
- ▶ Udaya Padmanabhuni
- ▶ Pastor Greg Roth
- ▶ Sarah Young

Human Relations Commission

- ▶ Beth Hoffman, Chair
- ▶ Joseph Smith, Vice Chair
- ▶ Desrie Campbell
- ▶ Phong H. La
- ▶ Chui-Wa Ripple Leung
- ▶ Veeru Vuppala
- ▶ Sister Patricia Walsh
- ▶ Debra Watanuki

Senior Citizens Commission

- ▶ Esther Hobbs, Co-Chair
- ▶ Robert N. Creveling, Co-Chair
- ▶ Marlene Berndt
- ▶ Joe Bischofberger
- ▶ Amrit Chugh
- ▶ Denise Churchill
- ▶ Pat Helton
- ▶ Kathryn Kimberlin
- ▶ Jaya Mirchandani
- ▶ Susan TenEyck
- ▶ J.R. Thomas
- ▶ Angela Turner
- ▶ Eeshwari Vaidya

Thank You to Our Funders

Public Partners

- ▶ Alameda County Health Care Services Agency
 - Behavioral Health Cares Services
 - Public Health Department
- ▶ Alameda County Social Services Agency
 - Adult and Aging Department
- ▶ Alameda County Probation Department
- ▶ Alameda County Transportation Commission
- ▶ California Association of Food Banks (public/private)
- ▶ California Department of Aging
- ▶ City of Newark
- ▶ City of Union City
- ▶ East Bay Community Foundation
- ▶ First 5 Alameda County
- ▶ Fremont Unified School District
- ▶ U.S. Department of Housing and Urban Development
- ▶ U.S. Department of Agriculture
- ▶ U.S. Administration on Aging

Foundation/Non-Profit/Corporate Partners

- ▶ Alameda County Library Foundation
- ▶ AT&T
- ▶ Candle Lighters
- ▶ Cargill Salt
- ▶ CitiBank
- ▶ Fremont Bank
- ▶ Individual Donors
- ▶ Indo-Americans for Better Community
- ▶ Kaiser Foundation Community Benefit Program
- ▶ Pete Stark Foundation
- ▶ Robert Wood Johnson Foundation
- ▶ The Arthritis Foundation
- ▶ The San Francisco Foundation
- ▶ Toyota Motor North America
- ▶ United Way of the Bay Area
- ▶ Y&H Soda Foundation

Thank You to our Community Partners

Partner Grantees

- ▶ Abode Services
- ▶ Afghan Coalition
- ▶ Afghan Elderly Association
- ▶ Bay Area Community Services
- ▶ Bay Area Women Against Rape (BAWAR)
- ▶ Eden Council for Hope and Opportunity (ECHO Housing)
- ▶ Kidango
- ▶ Lavender Seniors of the East Bay
- ▶ Legal Assistance for Seniors
- ▶ Life ElderCare
- ▶ Project Sentinel
- ▶ Safe Alternatives to Violent Environments (SAVE)
- ▶ Tri-City Free Breakfast Program
- ▶ Tri-City Health Center
- ▶ Tri-City Volunteers

Partners at the FRC:

- ▶ Alameda County Veteran's Services
- ▶ Alameda County Women, Infants and Children (WIC)
- ▶ CityServe Compassion Network
- ▶ Community Child Care Council (4 C's of Alameda County)
- ▶ Community Resources for Independent Living (CRIL)
- ▶ Deaf Counseling, Advocacy and Referral Agency (DCARA)
- ▶ East Bay Agency for Children/Fremont Healthy Start
- ▶ Family Education and Resource Center (FERC)
- ▶ Family Paths
- ▶ Fremont Fair Housing and Landlord/Tenant Services
- ▶ FRC Community Advisory and Engagement Board

- ▶ Herald Family Rebuilding Center
- ▶ Schuman Liles Clinic
- ▶ Seeds Community Resolution Center
- ▶ Tri-City Children and Youth Services/Alameda County Behavioral Health Care Services
- ▶ Tri-City Community Support Center/Alameda County Behavioral Health Care Services
- ▶ Tri-Cities One-Stop Career Center/EDD

Education:

- ▶ Chabot College Youth Employment Program for the Tri-Cities
- ▶ Fremont Unified School District
- ▶ Newark Unified School District
- ▶ New Haven Unified School District

Community Ambassador Program

- ▶ Centerville Presbyterian Church
- ▶ India Community Center
- ▶ Muslim Support Network
- ▶ Our Lady of Guadalupe Catholic Church
- ▶ Sikhs Engaged in Volunteer Activities
- ▶ St. Anne Catholic Parish
- ▶ Taiwanese Community Help Association
- ▶ Tropics Mobile Home Park Community
- ▶ Veterans of Foreign Wars

Coordinating Bodies

- ▶ Alameda County Community Asset Network
- ▶ Alameda County Children's SART: Help Me Grow Leadership Council
- ▶ Alameda Early Childhood Policy Council

- ▶ Delinquency Prevention Network of Alameda County
- ▶ EveryOne Home
- ▶ Fremont School Health Initiative
- ▶ Inter-Agency Children's Policy Council (Alameda County)
- ▶ Mental Health Services Act Housing Committee
- ▶ NUMMI Re-Employment Center
- ▶ On-going Planning Council Alameda County Behavioral Health
- ▶ Senior Services Coalition of Alameda County
- ▶ South County Partnership
- ▶ Tri-City Elder Coalition

Other Community Partners:

- ▶ Afghan Care
- ▶ Afghan Mental Health Steering Committee
- ▶ Bay Area Legal Aid
- ▶ Bay Area Psychology Internship Council
- ▶ Berge Papas Smith Chapel of the Angels
- ▶ Dale Hardware
- ▶ Fremont Bank
- ▶ Fremont Chapel of the Roses
- ▶ Fremont Rotary
- ▶ Haller's Pharmacy
- ▶ On Lok Lifeways
- ▶ Palo Alto Medical Foundation
- ▶ United Sikhs
- ▶ Veterans Affairs-Palo Alto Health Care System
- ▶ Viola Blythe Community Services
- ▶ Washington Hospital Healthcare System Foundation & Employee Association



Looking Toward the Future...

This coming year the Human Services Department is enthusiastic about undertaking some new projects:

Bringing Early Mental Health Initiative to Tri-Cities

Success at school for some children includes developing social skills, like learning to wait for your turn, sharing toys, and not hitting your classmates. New Haven Unified School District and YFS are partnering to help young children (K-3), learn how to be successful in school by implementing the Primary Intervention Program (PIP) at four New Haven Schools. Funded through California's Early Mental Health Initiative, PIP has been shown to be highly successful at helping children who are having trouble adjusting to school. The children learn and practice the social skills necessary for school success by participating in the 12-week PIP program, which involves weekly one-to-one play experiences with a specially trained Child Aide.

Opening SparkPoint Center at the Family Resource Center

This winter we anticipate the opening of a SparkPoint Center. SparkPoint Centers are located throughout the Bay Area and are designed to support families to build assets and move out of poverty. An initiative of United Way of the Bay Area (UWBA), all SparkPoint Centers provide financial coaches and an array of additional services "bundled" together for easy access for the customer. All SparkPoint Centers will be tracking progress toward each customer's goals in the areas of improving credit score, savings, debt to income ratio, and income.

Teen/Health Center and Affordable Housing for Foster Youth

Human Services in collaboration with Redevelopment and interested community members will conduct a feasibility study to develop a preliminary design and cost estimate for construction and operation of a Teen/Health Center and affordable housing units for youth transitioning out of foster care.

Creating Transitional Care Program

A hospital stay can be challenging for any older adult and coming home is often overwhelming. We will be working with our community health partners to better coordinate the care for seniors as they leave the hospital so they can return home safely and re-engage in routine activities with family and friends.

Cottonwood Place Senior Apartments

In early 2012, AFS in collaboration with Eden Housing, will open a new senior housing complex on Peralta. The City will provide supportive services to residents living in these affordable units.

Neighbors Helping Neighbors

Our older neighbors are living in their homes and 'aging in place'. The Niles District has a high older adult population: 29% of people are over 50 years of age and 15% are over 60 years. Research has shown that seniors experience better health and a higher quality of life when they are connected with their neighbors. Through a series of discussions and events AFS will be working with the residents of the Niles District to enhance their aging friendly neighborhood.

Peer Lending Circles

The FRC, in partnership with Mission Asset Fund and Citibank will launch a Lending Circles Program. Based on a model frequently used in developing countries, lending circles allow participants to save a little each month, and use cumulative savings of the group, on a rotational basis, while establishing credit in the process.



Telling the Stories...

“The Walk This Way Program was a miracle for me. Before I started the 16 week fitness and education program, I could barely walk. I couldn’t go grocery shopping or mow my lawn. I even had difficulty just getting up and down out of my chair and I was falling all the time. Since I joined the program, I have improved 100%. I have strengthened my leg muscles so much I haven’t fallen once. I can mow my grass and go out shopping with my wife. With the exercises I learned through the program, I was even able to get a handle on my diabetes, dropping my blood sugar from 175 down to around 100 and eliminating one of my diabetic medications! I really encourage other seniors to participate in the Walk This Way Program and keep moving!”

— Frank Daniel
Fremont Resident, 85 years old
Walk This Way Program Participant



“The Fire Department often receives calls from seniors who need assistance. We have referred clients whose needs are complex, requiring intervention beyond pre-hospital care, to Aging and Family Services. In many cases the support provided by Aging and Family Services, including in home consultation, has resulted in a reduction in calls for service and hazards within the home.”

— Amiel Thurston
Deputy Fire Marshal

My name is ‘Maria’. I am a single parent with a young son. When I came to the FRC I didn’t know where to turn. I was making and selling tamales but I didn’t have enough money to pay my rent, and I had received an eviction notice. I was afraid we would be put out on the street. The Family Service Coordinator helped me get money to pay my rent, and also helped me obtain health insurance and participate in the Cal Fresh Program, a nutrition program which ensures families don’t go hungry. With counseling and support, I felt less overwhelmed. But the best part of my story is that I am now enrolled at Ohlone College, working toward my AA degree, AND I have a steady job too. The FRC helped me to reach my goals.

— ‘Maria’





Human Services Department



Suzanne Shenfil, Director

Arquimides Caldera, Deputy Director

Iris Preece,
Administrator

Judy Schwartz,
Administrator

Karen Grimsich,
Administrator

Youth & Family Services (YFS)

574-2100

YFS promotes healthy child and teen development through counseling programs that address problem behaviors and strengthen family relationships. Programs include Infant Toddler Program, Healthy Choices School-site Counseling, Crisis Intervention and follow up for at-risk teens, in addition to Parent Education workshops and classes.

Fremont Family Resource Center (FRC)

574-2000

The FRC has over 25 State, County, City, and nonprofit social services agencies co-located under one roof which provide multilingual services that include financial benefits, Cal Fresh, tax services, youth development and counseling, housing information, mental health services, social service coordination, workshops and support groups.

Aging & Family Services (AFS)

AFS supports an aging-friendly community through a continuum of services designed to allow seniors to remain independent.

**Fremont Senior Center
790-6600**

**Senior Helpline
574-2041**

Transportation for seniors and people with disabilities

**Fremont Paratransit
574-2053**

For more information about our programs, go to Fremont.gov/hs.